

TRAFFIC ZONE

VOLUME 25

WINTER 2004



GDOT "Quality" Pursuit!

What does "Quality" mean to you? I think we can all identify *good* quality when we see/experience it, or conversely, *bad* quality when we see/experience it. Doesn't Quality touch all areas of what we do in providing transportation services to our community (i.e., customer service, planning, communications, engineering, work performance, operations, teamwork, maintenance, transit, parking, etc.)? Sure it does. So, if the community thinks we already do a good job with quality, how do we ensure that we keep the bar high, and where necessary, improve? Tough question, tough topic.

Over the past few months, our leadership team has struggled with these questions and this topic. However, we are beginning to hone in on a GDOT solution and plan. As I hope you recall, Quality was one of the key focus areas identified in our Strategic Plan. To date, we have established a goal to make **Quality** our Fifth Core Value (along with our existing core values of **Honesty, Integrity, Respect, and Stewardship**) and defined our purpose as follows: *GDOT values and recognizes the importance of Quality. Our continued success is driven by excellence in service and quality work.*

Sounds good, but what does this really mean, and how will you be involved in the follow-up? What this means is that our department will develop and implement strategies over the coming months to more completely incorporate Quality in all we do. Ideas we are currently reviewing include development and implementation of process review and improvement training (since much of what you experience from Quality is the result of effective and well tuned processes), possibilities of incorporating many of our current internal programs and initiatives under a single Quality program umbrella (i.e., Back to Basics, Safety Program, Employee Recognition, etc.), and development of specific items to fully demonstrate that Quality is our Fifth Core Value. Stay tuned.

Speaking of quality and community leadership, I wanted to thank you all for your outstanding efforts and generosity with this year's City/County Combined Campaign. Thanks to your support, we *raised over \$23,000*. This total exceeded our departmental goal, insured that we remain at the "Gold" level of giving, and represents a 12.1 percent increase over our total last year. Most importantly however, your giving will be felt throughout our community and will make a difference in the lives of others. I am very proud of your actions and the fact that our department continues to step up and make a difference. Great job GDOT!

Finally, as we close in on the end of another year, I want each of you to take a moment to reflect on the work you've done over the past year, the tasks and jobs you've completed, and the difference you've made (through serving our community). Next, think of three things you would have liked to have done or accomplished over the past year (these can be work or non-work related), but for whatever reason, you were not successful in making them happen. Now, write those three items down, identify steps and create a schedule to make them happen in the coming year. Then, go get it in 2005! Remember...the only way to improve is to continue to learn and do new things as you go along – never be satisfied with being stable or the status quo – and, always figure out how to do things even better! Thanks for another successful year GDOT...let's make 2005 the best yet...our Quality pursuit will be the key!

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GDOT Mission Statement

*We are committed to improving
safety and mobility and
providing quality services
to our community by:*

- *Being Customer-focused and Team Oriented*
- *Being Cost-effective and Innovative*
- *Developing, Empowering, and Recognizing our Employees*



A D M I N I S T R A T I O N

Effective Cost Cutting

Are GDOT's telephone expenses too high? Can costs be trimmed? You might think these are questions you would hear from **Michael Cramer**; however, practicing good stewardship by keeping costs down is the responsibility of every one of us. With a tight budget year, the administration staff is investigating options to eliminate unnecessary costs. Beginning in December, a telephone equipment inventory will be taken and all costs associated with each telephone will be reviewed. Any identified costs that could be reduced or eliminated will be documented. Recommended changes or corrections will be reviewed with the divisional managers for final approval. If you have any cost saving ideas for GDOT, feel free to share them with any of the administration staff. Thanks for your cooperation and help with this project.



Employee ID Reminder

Please remember to use your Employee ID Number (a.k.a. Lawson Number) on all paperwork submitted to GDOT Administration and Human Resources. We receive a large number of leave slips with either the social security number (no longer necessary) or without the ID number. Our productivity is impacted when we must take time to look up the employee ID number, possibly delaying the processing of your paperwork. Your help and cooperation would be much appreciated.

Annual Leave Notice

Employees with annual leave balances that are either currently over 240 hours, or will be at the end of January, will have received a letter from the administration staff informing you of how many hours may be converted to sick leave if you do not use them. Your supervisor has also been notified. Remember, if you do not want that time to be converted to sick leave, it must be used and entered into Lawson by *January 31, 2005*. All annual leave hours over 240 will be converted to sick leave at midnight on *February 1, 2005*.

Planned Leave Without Pay

All full time benefited employees may purchase additional leave time at the beginning of each calendar year. Planned Leave Without Pay is technically Leave Without Pay time that can be purchased for the subsequent calendar year. Payments are spread over the year (24 pay periods) and all purchased time must be used or you will lose it. This is a one time per year designation and cannot be changed during the year.



If you're interested, now's the time to sign up! You can complete the request on the form found on the Human Resources Home Page or contact either **Karen** or **Marcel** for a copy. Your immediate supervisor and the department director must approve your request before it is processed. The approved form must be received by the Human Resources department on or before December 29, 2004.



Got water? No way with Bio-cells!

To treat stormwater runoff on your property, would you rather suffer through the maintenance hassles of an open retention pond with the accompanying safety risks, or install a simple landscaping feature that offers no standing water and allows you to recapture wasted space? For a couple of fortunate landowners in Greensboro, the choice was obvious.

The property owners volunteered to allow the Stormwater Management Division of the City of Greensboro to install bioretention areas to treat rainwater runoff on their properties. Stormwater Management, in turn, asked **GDOT Stormwater Maintenance** to convert existing ponds on the properties into bio-cells, two of the first such endeavors in North Carolina. The projects, located at Downwind Road and also at Terrault Drive, both use emerging bio-cell technology to filter sediment and other pollutants from runoff that could enter local streams and rivers.

Anatomy of a Bio-cell

Following the dewatering and grading out of the existing retention pond, the new bio-cell construction began with the installation of an underdrain system. Made up of perforated PVC piping, the system will channel the filtered stormwater into the nearby streams. The piping is surrounded by two to three feet of crushed gravel stones supporting a layer of porous filter fabric. On top of the fabric rests a minimum of four feet of aerated topsoil mixture that includes sand, leaf mulch, top soil and clay. Finally, a top-layer of hardwood mulch completes the bio-cell structure, which requires landscaping

with selected vegetation including small shrubs and trees. This vegetation is not only fantastic for aesthetics, but is required for important nutrients absorbed by the bio-cell.

The bio-cell conversion projects in Greensboro were funded by an Environmental Protection Agency 319 grant earmarked specifically for conversions of standard retention ponds into bio-retention areas. The EPA implemented the

program to illustrate the feasibility of bio-cell technology in stormwater treatment. Several landowners applied to participate in the project, but the locations were chosen that met the required specifications and possessed the best chance for a successful conversion.

The Results

The bio-cells are now completed, with just a few plantings left for Stormwater Management to install. **Tim Elmore**, Section Manager of GDOT Stormwater Operations, is particularly pleased with the results of the project. "For having done this for the very first time, the results were excellent. We had some setbacks with uncooperative weather, but we were able to bring all the pieces together successfully. Just in time for the winter, too."

After completion, the maintenance responsibility for the bio-cells will revert back to the landowners, but GDOT and Stormwater Management will continue to monitor its effectiveness over the next few years. They'll compare its progress with that of the typical retention pond to evaluate how well the bioretention area treats stormwater runoff. Will they do more conversions in the future? "If we get another grant, maybe..." Tim says. "It's an expensive project to do without federal support funds, but it sure looks good."





GDOT 101

On October 28th, the GDOT leadership team received the opportunity to teach 25 students participating in *Government Works: A City Academy*. City Academy was a 10-week course offered by City of Greensboro ODC with the purpose of teaching adult students about all aspects of municipal government, and preparing civically engaged participants for future leadership. During the GDOT presentation session held at the J. Douglas Galyon Depot, **Jim Westmoreland, Michael Cramer, Adam Fischer, Libby James, Tyler Meyer and Dale Wyrick** shared with the students an overview of Greensboro DOT and discussed the tasks, successes and challenges of a 220-person department serving the transportation needs of 235,000 city residents. The students were able to view equipment demonstrations on snow removal and signal light maintenance. They also boarded one of the newest GTA buses for a tour of the East Market Streetscape project and visited the Church Street parking deck. We hope that the small taste of GDOT that the students received will solidify their future support and participation on GDOT committees and other volunteer opportunities.



May we serve you?

The Sign Shop has taken on a new appearance to better serve our internal and external customers. This area is now known as GDOT's "Customer Service Center." **Pat McLaurin** and **Tonya Williams** work as a team to help improve the efficiency of processing work tickets, the Back-to-Basics Program, billing, and assisting our walk-in customers. Please visit the new Customer Care Center and say hello to **Pat** and **Tonya**.



Pat McLaurin



Tonya Williams

Sidewalk Inventory

Sidewalk availability and safety is very important to the Department of Transportation. The City has over 450 miles of sidewalk, with many of them connecting neighborhoods, parks, businesses, and schools. GDOT has taken an aggressive approach in collecting data to help maintain existing sidewalks and address future needs. Assisting our disabled citizens with their mobility needs is a primary concern as well as making our city more beautiful. GDOT interns and employees are canvassing the streets by foot,



bicycle and car, taking inventory of city sidewalks using portable GPS units. By recording all the curb cuts, obstructions in the sidewalks, planting areas, and types of ADA ramps, we can better correct sidewalk deficiencies, thus cutting down our response time to Back-to-Basics and citizen concerns. **Carlisle Hayworth, Antwyan Jones, Jon Stewart, and Toyia Streeter** are diligently working to complete this project by March 31, 2005.





E N G I N E E R I N G

We end this construction season with a flourish of activity and excitement in downtown Greensboro. Several one-way traffic patterns on Davie Street, Bellemeade Street, and Lindsay Street have been converted to two-way traffic. Although the one-way traffic pattern had been in place for over 30 years, drivers have adapted quite well to the conversion. Also, the Spring Garden Street streetscape project between Jackson Street and Edgeworth Street was recently completed and is awaiting trees to be planted by Parks & Recreation.

The first half of 2005 will be a busy time for the Engineering Division. Phase I of the East Market Street Streetscape project will be complete by spring 2005 and several other 2000 Transportation Bond projects will begin. An ITS project to place seven new cameras will be completed and a new web-based streaming video system will be established to view the traffic camera images in “real time” full-movement over the web. An upgrade to the traffic signal operating system will be completed by spring also which will shore up traffic operations until the entire signal system gets an overhaul in a few years. An assessment of the Engineering Division’s functions and responsibilities is currently underway and will be completed early in 2005. It’s an exciting time to be in Greensboro and we look forward to meeting the challenging and changing transportation needs in the community.



GDOT to Evaluate and Revise Street Design Standards:

GDOT will soon kick off a project to assess our roadway design standards, regulations, and ordinances. We will review our current guidelines and policies for horizontal and vertical alignment standards, sight distance, typical roadway cross sections, right-of-way width, utility needs, pavement design, sidewalk design and more. We will evaluate and establish new design standards for all classes of streets, from local neighborhood streets to major thoroughfares. Context sensitive issues such as street connectivity and traffic calming will also be examined through this process. The project will take anywhere from a year to eighteen months to complete, and will be included in the rewrite of Greensboro’s Development Ordinance that will kick off at roughly the same time as the start of the Street Design Standards evaluation. The process will involve research and comparison of ten communities in the southeastern United States, collaboration with a multi-department core team, and collaboration/review with a multidiscipline “outside agency” team. The outside agency review team will also review the Development Ordinance rewrite.



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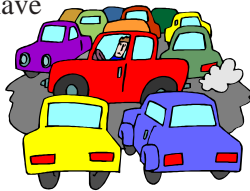

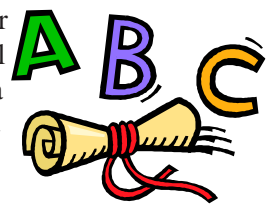


O P E R A T I O N S

In the Operations Zone with Dale Wyrick

What a year 2004 has been for the Operations Division! I truly believe this has been one of the most productive years for maintenance that I have seen in my 10 years with GDOT. This, coupled with involvement in many projects serving the residents and visitors in our city will have a positive impact on Greensboro for many years to come. With the level of work that our team has produced, I am extremely excited to see us maintaining our strong workplace safety program, which boasted a 50 percent reduction in workplace accidents. As we head into the end of the year, we all need to stay focused on our own personal safety and the safety of our fellow employees! A strong “safety finish” in 2004 could lead to GDOT becoming OSHA Star Certified in 2005!

Since the last Traffic Zone newsletter, major GDOT Operations projects have included...

- **Snow Removal Preparation:** The last couple of months have been very active ones for our Snow and Ice removal program. No salt has been spread yet, but behind the scenes, route revisions have been keeping us busy. Many of our operators will notice several new streets added to their list with the primary changes being seen in East Greensboro due to the recent annexation. We have also added four more salt brine distribution units to our fleet and increased the storage capacity of our brine making facility by 9,000 gallons (more about the brining process on page 12). 
- **Downtown Traffic Pattern Changes:** This is a project that most of us have been involved with in some way, shape, or form over the past several months. McGee/Davie, Lindsay, and Bellemeade Streets will all receive a new asphalt resurfacing and be converted from one-way to two-way traffic patterns. The McGee/Davie and Lindsay Street conversions have been completed, and the Bellemeade Street conversion will be completed in 2005 after the new ballpark is finished. This is a project that has taken much coordination between various GDOT sections and divisions, as well as other city departments and downtown stakeholders. We want to give special recognition on this project to our **Signs & Markings** and **Traffic Signals** employees who have all worked nights and weekends to pull these traffic changes together. Individual recognition especially to **Mike Mabe** for his part in coordinating between the various departments and utility groups. Great job! 
- **Loose Leaf Collection:** The annual Loose Leaf collection program has kicked off, and we have hit the ground running! Just in our first week, over 550 tons (about 200 truck loads) were collected and delivered to the landfill. Good job to the folks in **Street Cleaning** and other GDOT employees throughout the division for leading this effort! 
- **Innovative Projects and Enhancements:** The **Storm Water Maintenance** section has recently completed the construction of two storm water *bio-cells* in Greensboro. These bio-cells have replaced conventional storm water retention ponds and look a lot like a landscape feature (more about the bio-cells on page 3.) The projects were designed by the Water Resources Department and funded through a federal grant from the EPA. Just another example of organizational teamwork benefiting our citizens.
- **Back to Basics:** *We don't want to hear from our city residents!* That's right...we do not want to receive phone calls from citizens about cracked sidewalks, missing signs and burned out signal lights. We want to identify and fix these issues *before* the citizens ever discover a problem. I am happy to say that we are on our way there! According to a recent report from the Contact Center, 18 percent of GDOT-related requests received during the month of October were initiated by citizens, while a whopping 81 percent was initiated by GDOT employees! We are still identifying problems that are our responsibility to repair so Greensboro citizens don't have to pick up a phone. The **Back to Basics Program** continues to make a big difference in the community. Please continue to challenge your peers to participate...we can't reach our goal of 95 percent participation without them. Thanks! 



PARKING

Under Construction Again!

The Davie St. Deck has recently undergone another alteration due to the new two-way traffic pattern for Davie Street. The entrance and exit to the deck on the Davie St. side had to be reconfigured to a 90-degree angle due to the change in the traffic pattern. The project was put out for bid, but due to astronomical costs, we decided to solicit the help of our own GDOT team! Thankfully, the operations crews came to the rescue as **Darren Case's** team handled the demolition of the median and travel lane areas. **Dwight Murphy's** team came in and formed and poured the new median areas for the entrance and exit. The **Signs & Markings** crews handled the new parking space layout due to the reconfiguration. Then **Parking's Maintenance Mechanics** along with our equipment vendor handled the reinstallation of the gate equipment, card readers, and ticket spitter. Thanks to an OUTSTANDING team effort, the project was completed successfully, and at a lower cost to the citizens!



On another note, Parking will begin using a new billing system to interface with the city's Lawson system on December 1, 2004. Many months of programming and research have been put into this project and we hope to see all of the hard work pay off soon. This will help streamline Parking's billing procedure and requires staff to be more accountable with parking records for billing purposes. Staff has recently finished a thorough training on the new system. We are excited about the new opportunities the new system will bring to the Parking Section, and will work to make the transition as seamless as possible.

SAFETY NOTE

As we leave 2004 behind and enter 2005, we would like to thank all GDOT employees who have played an active part in making our department a safer place to work this past year. If you are not already aware, we as a department have achieved a 50% reduction in work-related accidents and injuries from 2003 to 2004. This is a huge accomplishment for us, and one that we should all be proud of!

Based on recent trends, this however is the time of year that we tend to let our guard down and see an increase in our incident rates. Several of us are trying to complete projects, working in a new setting or assignment, or overlooking obvious hazards for the sake of getting the job done. Given that information, we would like to suggest the following...

- Before you start your workday, take the time to think about that day's assignment and the potential hazards involved
- Before you start a work task, ask yourself, "***Am I being as safe as I can be?***" If not, identify what is needed to make your tasks safer, or express your concerns to a supervisor or manager. If you are a supervisor or manager, are you creating the safest workplace for your crews and employees? Are you responsive to their concerns?
- Know your personal limitations. While workplace safety is a team sport, individual responsibility for one's own safety is critical to the team's success.

We have worked and trained very hard to improve workplace safety in this department, and we believe that we can continue to make improvements. Do your best to "Think Safety!"

Giving matters at GDOT

When it comes to giving, our team at GDOT knows no boundaries for serving our community...in our duties, and in our charitable giving. GDOT has boasted a record year for supporting the Combined City/County Campaign. Our employees gave a total of \$23,660.72 in gifts and pledges, exceeding our goal of \$22,000!

GDOT Campaign Coordinators **Michelle Shue** and **Tonya Williams** did an outstanding job sharing the message of giving with the entire staff. Because of these record numbers, GDOT earned the "Gold Award" for our campaign. Of course, we know that giving is its own reward, but because of the large number of contributors from GDOT, we were pleased to have many prizewinners in the citywide campaign drawing on November 12th. The lucky winners were: **Kevin Elwood, David Fogelman, Antwyan Jones, Bill Judge, Keith Lovings, Scott Marion, Raj Pardasani, Jamie Pennix, Robert Rankin, G.M. Richey, Brian Shoemaker, Laura Smith, Richard Smith, Carl Stukes, and Sharon Willard.**

We thank the GDOT staff for their generous support of the 2004 City/County Campaign.



Tonya Williams



Michelle Shue



Battleground Avenue Project Planning Study:

GDOT is currently conducting a feasibility study to investigate roadway improvements to Battleground Avenue between Westridge Road and the Urban Loop, just north of Cotswold Avenue. As part of this study, we evaluated the safety and operational aspects of the corridor and developed improvements based on public comment.

We held an initial public meeting in May 2004 to receive comments regarding Battleground Avenue problems and potential solutions. Following that meeting, staff reviewed the public comments and met to develop a recommended design concept. We held a second public meeting the following September to present the concept to the public.

The recommended design concept includes an additional travel lane in each direction, turn lanes at intersections, and sidewalks on both sides as well as a 14'

wide raised median. You can view the design concept on the project website at http://www.greensboro-nc.gov/gdot/engineering/projects/battleground_study.htm.

Roadway Bond Projects to Start Spring 2005/Roundabouts on the Way:

Spring 2005 is shaping up to be a very busy and exciting time as several of the 2000 Transportation Bond roadway improvement projects will begin in 2005:

- Phase I of the East Market Street Streetscape project will finish in the spring of 2005 and Phase II will begin. Phase II will run from Gillespie Street to English Street. The NCDOT will also start to replace the East Market Street bridge over US-29, and GDOT has worked with NCDOT to incorporate aesthetic treatments to the bridge and streetscape elements in the impacted areas that will tie in the Phase I and Phase II streetscapes.
- The South Elm-Eugene Street roadway widening project between Vandalia Road and I-85 will begin in the spring of 2005. The project will feature a median, additional travel lanes, street trees, sidewalk, and turn lanes.
- Wendover Avenue Intersection Improvements and sidewalk installation will start this spring also. The project will include improvements to several intersections and the placement of sidewalks along both sides of Wendover Avenue between Bridford Parkway and I-40.
- The Greene Street transformation will begin early in 2005 and will feature the conversion of Greene Street from one-way to two-way traffic. It will also bring angled parking between McGee and Washington, a streetscape between Market and Washington, and a roundabout at the intersection of McGee and Greene.
- The Lake Jeanette and Bass Chapel roundabout will be installed in the spring of 2005. The roundabout is part of the Lake Jeanette Road roadway improvement bond project. It is being accelerated because of the pressing need for a traffic control device at the intersection to process through traffic.
- The Friendly Avenue roadway improvement project between Holden Road and Westridge Road will begin summer of 2005. The project will feature a median, street trees, sidewalk, and turn lanes.
- The Franklin Boulevard roadway widening project between McConnell Road and Burlington Road will begin fall of 2005. The project will include a median along a portion of the improvements and a continuous three-lane section along the rest of the roadway. Sidewalks along both sides of the street will also be included with this project.





P L A N N I N G

Sidewalk Projects Move to Construction

The Greensboro Walkability Policy identifies an ongoing program of City sidewalk construction as a key step towards making Greensboro a more walkable community. Under direction from City Council, GDOT is working to implement this policy with an aggressive program of sidewalk construction throughout the community. This is done through three types of sidewalk projects: **priority**, **petition**, and **roadway**. The priority sidewalk construction program targets high need locations along major streets. The petition sidewalk program provides a way for residents and neighborhood groups to pursue city sidewalk construction projects on residential streets. Additionally, sidewalks are included as a matter of policy in city and state roadway improvement projects in the City. Funding for these projects is provided in part under the voter-approved November 2000 Transportation Bond.



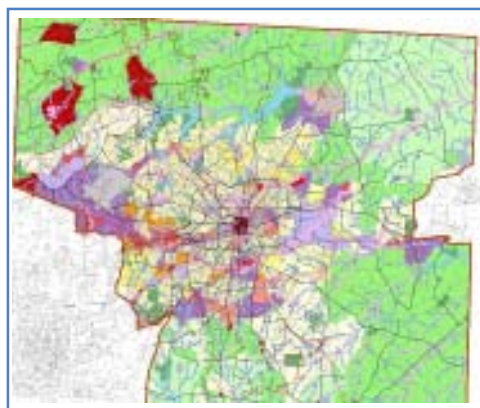
The Planning Division coordinates sidewalk construction planning and project development work. Engineering & Inspections oversees the design process in consultation with GDOT and administers the construction contracts. Currently almost 70 miles of sidewalk improvements are in various stages of planning, design, right-of-way acquisition, and construction. Construction work on the current sidewalk contract began in October 2004. It includes a series of 17 new sidewalks benefiting citizens in several Greensboro neighborhoods. The 5.6 miles in additional sidewalk infrastructure includes projects on:

- *Holden Road (between Friendly Avenue and Cornwallis Drive)*
- *S. Elm Street (between Lee Street and Elm-Eugene Street) and Eugene Street (between Whittington Street and S. Elm Street)*
- *Elm-Eugene Street between (between Meadowview and Creek Ridge Road)*
- *Yanceyville Street (between Meadow Street and Bessemer Avenue)*
- *W. Florida Street (between High Point Road and Wildwood Drive)*
- *Willow Road (between Bothwell Street and south end of Edmond Drive)*
- *Country Club Drive (near Carlisle Road)*
- *Hilltop Road (between High Point Road and Fairfax Road)*

An additional sidewalk construction contract is expected to be awarded in early 2005, and will include projects along Holden Road, Spring Garden Street, Lawndale Drive, and Huffine Mill Road.

Long Range Transportation Plan Updated

The Greensboro Urban Area 2030 Long Range Transportation Plan was adopted by the MPO Transportation Advisory Committee in August 2004 following a year of intense preparatory work. The plan has since been found to conform to air quality requirements by the regulatory agencies. Extensive public involvement, technical analysis, and intergovernmental participation facilitated an in-depth review of previous plans and transportation needs and priorities. The plan lays out a proposed series of mid- to long-term investments in area transportation infrastructure, as well as policies for implementation by the MPO and recommendation for the consideration of area governments. A key finding of the plan is the need for a balanced transportation system that provides a range of convenient transportation choices, including strong support for strategic investment in the highway system, expanded pedestrian and bicycle facility



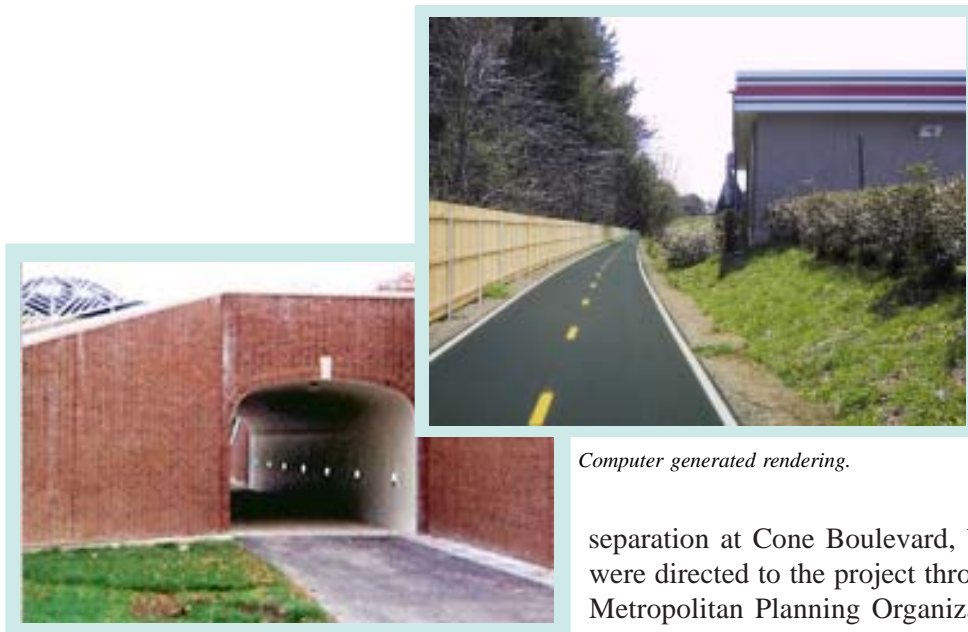
Review of future land use plans and current land uses supported transportation plan development.

Continued on page 10



PLANNING, continued from page 9

networks, and enhanced and expanded public transportation services. The plan provides a framework for future action, as well as a base from which future transportation plans can respond to changing transportation system conditions, needs, priorities, and resources.



Actual design to vary.

Computer generated rendering.

Battleground Rail Trail on Track

The Battleground Rail Trail will extend the Bicentennial Trail south of Pisgah Church Road to Markland Drive and will roughly follow the historic rail right-of-way parallel to Battleground Avenue. The trail is a 2000 Transportation Bond project and is also a recipient of federal transportation funds awarded by the North Carolina Department of Transportation. Numerous public meetings were held during the planning phase of this project, and this input was key in determining design details and routing. Public input supported the provision of a trail grade

separation at Cone Boulevard, but it was only after additional federal funds were directed to the project through the efforts of the Greensboro Urban Area Metropolitan Planning Organization and the support of NCDOT that a trail underpass could be included in the project. As a result, an underpass is now included in the project design. The property and easement acquisition process

on this project is expected to be complete in late 2005, with construction currently expected to begin in 2006 and completion in 2007. This project is envisioned as the first phase of a trail extension that will one day connect to Downtown Greensboro.

Highlights for 2005

Work initiatives in the months ahead include an MPO Bicycle Plan and the refinement of the City of Greensboro's Pedestrian Plans. The **Bicycle Plan** will involve stakeholder outreach, a thorough analysis of current and expected future conditions for on-street bicycling, and a short- to long-range bicycling facility improvement plan. This will include revising the City's existing signed on-street bikeway system, extending it into the county, and replacing and modernizing the route signage. The **Pedestrian Plan** will refine and consolidate the City's pedestrian planning elements, coupled with additional public outreach and review of sidewalk construction priorities and phasing issues. Both efforts will support an upcoming City initiative to develop recommended revisions to the City's **Street Design Standards**. This work will be closely coordinated with the initiative led by the City Planning Department to review and revise the **Land Development Ordinance**. Look for more information in the months ahead on the GDOT website at <http://www.greensboro-nc.gov/gdot/> and in the *GDOT Traffic Zone*.



PUBLIC TRANSPORTATION

GTA Sets Record – Keeps Greensboro on the Move

There's a new attitude at GTA and frankly, it could not have happened at a better time with the passing of the governor's *Moving Ahead* initiative. The Greensboro Transit Authority continues to strengthen its role in the community as a legitimate, affordable transportation choice for all of its residents. Fixed route ridership for the month of August was the highest month ever recorded at GTA, transporting nearly 233,000 individuals to destinations around the Triad. This represents a 23 percent increase over August 2003. These numbers show that more and more GTA riders recognize the convenience of a quality public transportation system that takes people where they need to go.

"We're ecstatic that we've received such a high level of confidence in our ability to provide Greensboro a safe and dependable way to travel!" says **Libby James**, Public Transportation Division Manager. Based on a recent customer satisfaction survey, GTA riders noted high satisfaction with the service they receive from GTA. They also graded operator courtesy, ease of correct bus identification, value for fare paid and personal safety at bus stops at the top of their customer satisfaction list.

To further enhance service for customers, GTA is expected to receive ten replacement buses in December and another ten to be delivered in 2006. Once this new equipment is in place, we will be able to adequately accommodate future increases in ridership while keeping customer service at the level our customers have come to expect.

GTA's Buses to Books Program Receives National Recognition

The Greensboro Transit Authority was recently recognized in *Passenger Transport*, the national weekly publication of the public transportation industry, for its Buses-to-Books summer reading program. 2004 was the third year that the Greensboro Transit Authority partnered with the Greensboro Public Library to help promote literacy among school-aged children between the ages of 6-17. By partnering with GTA, the library was able to meet its objective of targeting children who otherwise would not have been able to participate in the summer reading program. The ten-week program, which took place June 21-August 27, 2004, allowed students free passage on any route in GTA's service area. To qualify, they simply had to show their library card at any branch library and, in return, they received a free weekly Buses-to-Books pass to ride the GTA bus. The program had a total of 1226 riders this summer, an average of 123 riders per week. Participants were encouraged to enter a writing contest to write about their experience riding the bus, or on how they felt public transportation benefits the community. Participants included Bernel Westbrook (6-9 age group), Sarafina Cooper (10-13 age group), and Margaret Ewing (14-17 age group). Participants were recognized by the GTA Board and awarded a \$25.00 gift certificate from Barnes and Noble Book Store, compliments of our transit contractors, ATC/Vancom.



Participants LR: Bernel Westbrook, Margaret Ewing & Sarafina Cooper



"Take a Ride with Aggie Pride!" at A&T Homecoming 2004

The City of Greensboro, the Greensboro Transit Authority and North Carolina A&T State University formed a first time partnership to offer a shuttle bus service for persons wishing to get to and from the Aggie stadium from their hotels or designated park and ride lots throughout the city. "Take a Ride With Aggie Pride!" was the theme of the Aggie Shuttle service available for alumni, family and friends attending the 2004 North Carolina A&T Homecoming festivities on Saturday, October 9, 2004. The service was made possible through contributions from North Carolina A&T State University, Greensboro Convention and Visitor's Bureau and the Greater Greensboro Merchants Association.

The Aggie Shuttle proved to be a huge success among its users. Aggie alumni, family and friends traveled from near and far to join in an exciting, hassle-free weekend while attending the game and other homecoming festivities. Out of those users of the Aggie shuttle responding to a survey, 97 percent indicated that the service met or exceeded their expectations. Comments ranged from "much needed" and "convenient" to "excellent" and "outstanding service." A combination of

Continued on page 12



PUBLIC TRANSPORTATION, continued from page 11

GTA and charter buses was used to provide the service for the annual event. The City was able to successfully accommodate the large crowds traditionally found during A&T's homecoming weekend, allowing greater flexibility to get from one location to the next with ease. A total of 1279 riders were reported to have been transported on the shuttles. We're thankful to all of our partners that helped homecoming attendees "Ride with Aggie Pride!"

Greensboro-in-Motion Day Celebrated

On Thursday, October 7, 2004, the Greensboro Transit Authority celebrated *Greensboro-in-Motion Day* in conjunction with the American Public Transportation Association (APTA) annual "Communities in Motion" Day celebrations. This is a three-year-old program developed by APTA to celebrate the many benefits of public transportation in the community. While transit clearly benefits those who use it, the community as a whole benefits in the form of economic development, reduced congestion, cleaner air and more livable communities.

Greensboro-in-Motion Day was also a customer appreciation event to thank our loyal riders for choosing us for their transportation needs. The activities from 6:45 am to 6 pm at the J. Douglas Galyon Depot included premium and prize giveaways, an informational booth and a radio station remote broadcast by WGBT 94.5 The Beat. Twelve prize winners were drawn from surveys completed at the event. Their prizes included a \$25 gift certificate for Four Seasons Town Center, two complimentary bus tickets, bus schedules and a mall directory. GTA was thankful for the opportunity to talk with the attendees about their riding experiences and expectations, and looks forward to providing an even higher level of customer service in the years to come.

NaCl + H₂O = Safer Roads

If you have any recollections of high school chemistry, you will probably recognize that $\text{NaCl} + \text{H}_2\text{O}$ is the chemical equation for saltwater, or salt brine. GDOT Operations is busily preparing for another year of preventative anti-icing using a salt brine mixture. Unlike standard salting of roads after the precipitation falls, this method applies the liquid mixture to the roads *before* the arrival of snow and ice.

The process begins before the winter season with the creation and storage of the brine solution. In a huge mixing vat located at the GDOT Patton Avenue Operations Center, crews load thousands of pounds of salt at a time. Water is incorporated to bring the solution to the correct salinity. Using a hydrometer, the mixture is monitored until it reaches the desired 23% in salt composition. Although other snow crews may incorporate additional chemicals into the brine mixture, **Dale Wyrick** explains why the City of Greensboro keeps its mixture pure. "In our field tests, we haven't seen a significant difference in using additional chemicals versus the pure brine. So we bypass that step, which not only saves on costs, but also prevents chemical runoff."

When the mixing of the brine is complete, each batch is pumped into six 3000-gallon storage tanks, and into eight 1600-gallon truck tanks in anticipation of the next winter storm. The tanks, which can be mounted on the rear of the vehicles in a matter of minutes, are kept filled for immediate deployment.

Once the forecast confirms the imminent arrival of snow or ice, the trucks, heavy-laden with the brine, get to work. They first spray the primary and secondary routes, and then proceed to covering the remaining roadways. The adjustable dispensing systems can treat as many as five traffic lanes with a single pass. Once the brine reaches the roadway, the water evaporates, leaving the surface covered with the salt crystals. As the first drops of precipitation falls, the salt's chemical composition lowers the freezing point of the water that it contacts, preventing dangerous sheets of ice on the roadways, overpasses and bridges. Snow may still accumulate on the surface, but the salt will, as an added benefit, allow easier clearing by the City's 40 snowplows.

With the arrival of the winter weather, the "anti-icing" operations then become "de-icing" and involve the direct salting and plowing of Greensboro's 1200 miles of streets where needed. In a typical winter storm, GDOT will use between 500 and 700 tons of salt. Good materials management by the snow crews ensures that enough salt material is on hand for anti-icing and de-icing needs. The new salt barn holds over 3000 tons of salt, and if needed, more can be ordered and received within days.

It has been anticipated that this winter season will bring colder temperatures than normal, which creates ripe conditions for excessive ice cover. But because of the brining operations, remember it's not just what's done after weather events that will restore dry and safe roads, but before as well.



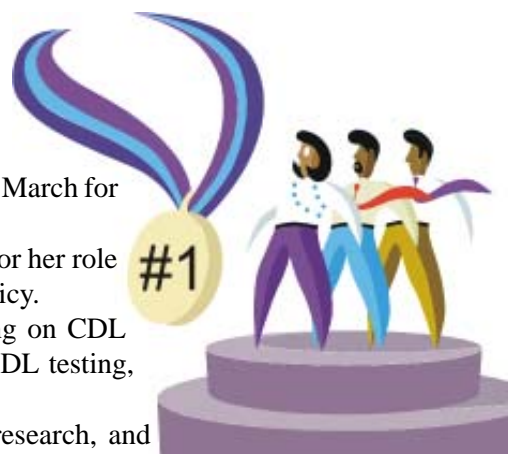


EMPLOYEE NEWS...

Employee of the Month

APRIL, MAY, AND JUNE 2004

- **Margie Chrismon**, Administration Supervisor was nominated for the month of March for her creative solution to help the administration team focus on office safety.
- **Karen Marineau**, Department Records Coordinator was nominated for April for her role in creating a well thought-out and thorough draft of the Time Management Policy.
- **Jeff Nelson**, Superteam Leader was nominated for May for excellent training on CDL operations. One of his new employees received a 100 percent rating on his CDL testing, thanks to the training provided by Jeff.
- **Jeff Sovich**, Transit Planner was nominated for May for his coordination, research, and development of the Greensboro MPO.



JULY, AUGUST, AND SEPTEMBER 2004

- **Michelle Shue**, Administrative Assistant was nominated for July for her assistance with entering sight obstruction requests in addition to completing her regular duties.
- **SueRee Durham**, Supply Clerk was nominated for July for her suggestions for safety improvement for the crews working at night and for her willingness to come in at all hours of the night for necessary supplies and equipment.
- **Keith Lovings**, Signal Mechanic was nominated for August for taking it upon himself to learn the color codes to complete a cutover at a major intersection and completing that cutover in minimal time to create the least amount of traffic flow disturbance.
- **Milton Moore**, Sign Shop Crew Leader was nominated for September for volunteering for safety tailgates on a regular basis.
- **Jeff Sovich**, Transportation Planner was nominated for July for his dedication and diligence in preparing for Neighborhood Meetings.
- **Linda Shornack**, Planning Intern was nominated for August for her excellent sidewalk documentation for the sidewalk assessment on Cornwallis.

Team of the Month

APRIL, MAY, AND JUNE 2004

- **Linda Paschal** and **Tonya Williams**, Administrative Assistants were nominated for their research and creation of Financial Training to help ensure all financial transactions are completed within guidelines.

JULY, AUGUST, AND SEPTEMBER 2004

- **Dave Blakesley**, **Guy Ishmael**, **Philip Johnson**, **Karen Lovings**, **Derrick Saunders**, **Richard Smith**, **Pop Stukes**, and **Paul Wyrick** were all nominated for their hard work, dedication, and zero-incident safety rating during the course of their night paving.
- **Peggy Holland**, **Craig McKinney**, and **Jeff Sovich** were nominated for July for “an exemplary job on the Long Range Transportation Plan.”

Service Awards

Five Years Loren Black and Karen Lovings
Ten Years Ken Angel, Margie Chrismon, Bobbie Hopkins, Linda Paschal, Gary Reese, and David Schultz
Fifteen Years Brian Shoemaker and James Steber
Twenty-five Years .. Ron Alston

Back to Basics

Quarter 2 – 2004

#1 – Robin Davenport – 645
#2 – Margie Chrismon - 313
#3 – John Gilley - 231

Quarter 3 - 2004

#1 – John Gilley - 134
#2 – Mike Mabe – 91
#3 – Randal Hicks - 66